

# MANUFACTURING EXTENSION PARTNERSHIP

## Success Stories from the Field

### Pipe Line Development Company

#### Ohio Manufacturing Extension Partnership

#### Workforce Training Enhances Productivity At Pipe Line Development Company

**Client Profile:**

Pipe Line Development Company, located in Westlake, Ohio, is a manufacturer of pipeline repair and maintenance fittings. The company, which employs 90 people, holds many patents throughout the world, and has sold hundreds of thousands of fittings.

**Situation:**

After implementing a company-wide quality system, Pipe Line Development Company was having difficulty enforcing its new quality documentation. Few employees knew about the new quality system and even fewer understood the requirements for documentation or how to interpret them. The company approached CAMP, a NIST MEP network affiliate, to present its Technical Reading and Effective Communication course to the veteran workforce.

**Solution:**

The purpose of CAMP's Technical Reading and Effective Communication course is to enhance basic grammar skills and introduce quality and procedural documentation techniques. The training involved two groups of 30 individuals each for a total of 20 hours of training. The course began with a grammar section, focusing on sharpening the language skills of Pipe Line Development Company's workforce. Following this portion of training, CAMP reviewed other methods of effective communication with the participants, including charts and graphs.

As a review of course material, students documented company-specific duties with the communication tools learned and created presentations for the rest of the group. All participants received an opportunity to critique the presentations, while presenters used their enhanced communication skills to defend the presentations. As a result of the training, Pipe Line made several changes to its procedures immediately following the class presentations, including the addition of task check boxes.

In addition to enhancing grammar and language skills, the classes reviewed the quality documentation package and provided input on the document pack. This portion of training required Pipe Line's workforce to think about how they could improve documentation. At the conclusion of the training, most participants were extremely familiar with the documentation system and its requirements.

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**Results:**

Increased awareness and understanding of new quality procedures and documentation.

Made enhancements to quality documentation based upon employee input.

Sharpened workforce language and communication skills.

Revealed need for in-house training classes on new quality system, now scheduled.

**Testimonial:**

"We are very satisfied with the training CAMP provided to our workforce.

Communication has been improved and there is a better understanding of our quality systems and documentation as a direct result of the training."

Ron Gardner, Vice President/General Manager